

# Newsletter

Autumn 2007

Hellesdon Medical Practice

**Welcome to the Autumn edition of our newsletter.**

## **NEW FACES**

Recently we have welcomed a new partner to the practice. I know that many of you have already met with Dr Prabhakar who has taken over from from Dr Thornton. You can see details about Dr Prabhakar on our new website.

We also have a new receptionist....Jenny Piercy who joined us in October. Jenny is an experienced medical receptionist who has moved in to our area.

## **PATIENT SURVEY**

Every year we undertake a survey of patients who attend the surgery. Details of the results can be seen by visiting our website or they are available on our waiting room notice board

## **WAITING ROOM CHANGES**

Partly in response to the survey we are working on some changes for our waiting room.

Confidentiality at the front desk was a concern and so we are asking you to stand back from the desk whilst waiting to be served.

We are also hopeful that we will soon have a Touch Screen System which will enable you to let us know you have arrived for your appointment.

This will be a very easy process whereby you simply key in your date of birth and the first few letters of your name & then the system will recognize you and tell the doctor you are waiting. At no time are your confidential details shown on the screen.

## **HEALTH INFORMATION**

In the survey a number of you said that it was difficult to find health information in the waiting room. So we are awaiting delivery of some new signs to guide you to the wall displays of leaflets that we have on various conditions. In the meantime just ask at reception.

## **PRACTICE WEB SITE**

<http://www.hellesdonmedicalpractice.co.uk>

The above internet address will take you to our new web site which should be up and running before Christmas. In future you will be able to keep up with news and get information about your practice at this site as well as by all the usual methods.

You will be able to use an e-mail link from the web site to order your repeat medication and to advise us of changes to your details.

## **PRESCRIPTIONS**

It is our policy to only accept requests for a repeat prescription by handing/posting us a written request or the tear off slip that we provide or by e-mail. This is for your own safety to prevent misunderstandings.

Our target is to have your repeat prescription available for collection at the surgery within 48 hours. Clearly this timescale excludes weekends and Bank Holidays.

For example if you hand your prescription request to the receptionist on Friday at 3pm you should expect your new prescription to be ready at the surgery by 3pm the following Tuesday.

Please take note of the messages that we put on your prescriptions which will tell you when you will need to see a Doctor before we can continue to repeat your medication.

If you can not make an appointment within the time before your medicine runs out just ask our receptionist to help you.

## **LLOYDS COLLECTION SERVICE**

If you like to use the Lloyds pharmacy collection services please remember that we are not responsible for this service. Lloyds have provided us with their timetable which is available in the waiting room or in their shops.

## **CHRISTMAS ARRANGEMENTS**

We will be open as normal on Monday the 24<sup>th</sup> December and will be closed Christmas Day and Boxing Day. We reopen at 8.30am on Thursday 27<sup>th</sup> December.

## **NEW YEARS DAY**

We will be closed on New Years day 1<sup>st</sup> January 2008 which is a Tuesday.

## **OUT OF HOURS**

When the surgery is closed the Out of Hours service is the responsibility of Norfolk Primary Care Trust. Please phone 01603 488488 or NHS Direct on 0845 4647

